

**SYSTEMS AND METHODS FOR GENERATING AND DISTRIBUTING  
EXECUTABLE PROCEDURES FOR TECHNICAL DESK-SIDE SUPPORT**

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**Abstract of the Disclosure**

Systems and methods for dynamically generating computer executable technical support procedures, as well as updating/augmenting such executable procedures, by tracking and processing sequences of actions (execution traces) that  
10 are taken by experts (or users) when performing a procedure or when executing an executable procedure.